



## Driver / Ski Technician Role Profile

### **JOB DESCRIPTION**

- Front facing customer service position being one of the initial points of contact for guests on their arrival.
- Take ownership of company vehicles in your care and responsibility of the day to day maintenance of them
- Identifying faults damage and wear and tear. Highlighting this to the resort manager, following through and ensuring the speedy resolution.
- Carrying out routine safety checks to include, but not limited to, tyre pressure, tread, oil, water, lighting check, windscreen fluid, snow chains in vehicle and in working order
- General upkeep of the vehicle including, but not limited to, cleaning inside after every trip and regular washing of outside including the wheels and tyres.
- To assist the other resort staff in various roles when necessary ensuring impeccable customer service.
- To prepare and maintain all ski equipment owned and rented by the company,
- To prepare, deliver and fit all ski equipment ordered by our guests to their respective chalet
- Visit each chalet on Sunday / Monday evening to resolve any ski equipment issues

### **PERSON PROFILE**

- Excellent driving skills, you must have experience of driving left hand vehicles in what can be a difficult and challenging environment. Experience in driving in snow and using chains is essential
- You will be independent with a sense of responsibility
- You will have a 'can do' attitude and be flexible with all issues as and when they arise.
- You must have excellent communication and organisational skills and be able to adapt to ever changing situations revolving the transportation of both our guests and external client
- You must be an outgoing customer focus individual who is always happy to help.
- You will happily work independently but can adapt quickly to help in other roles within the team
- Have knowledge and experience of working with ski servicing equipment and machinery in order to maintaining the company ski equipment

## **RESPONSIBILITIES**

- You must drive safely and carefully at all times and NEVER be under the influence of alcohol, drugs or any other form of illegal substance
- Taking responsibility for the company vehicles and carry out regular safety checks and reporting any defects or reliability issues.
- Ensuring complete and accurate mileage & usage records are kept and up to date.
- Assist the resort team in order to ensure the smooth running the overall resort operations.
- Identifying possible imminent problems with company vehicles and liaising with the resort manager to schedule garage appointments to ensure these issues are resolved within a timely manner.
- To take airport transfers to either Geneva, Lyon, Chambéry or Grenoble airports / train stations both over the weekend and mid week. You may be required to do more than one return transfer per day.
- In resort shuttle service for both morning and afternoon ski school drop off and pick ups
- Ensuring all ski equipment is regularly serviced, kept in good working order
- Ensuring all ski equipment is set up correctly and as per the information supplied by our guests.
- To ensure all ski equipment is delivered to the chalet in a timely fashion. It is well presented in the ski room and all equipment is collected and accounted for at the end of the week.

## **Diversity / Customer service**

- Constantly delivering excellent customer service and being happy to help with any customer queries or questions whether that be in relation to your role or any other area of the company.
- Ensuring all customers receive the highest level of customer care/service at all times in line with company standards.
- Meet and greet your guests upon their arrival whether it be at the airport, train station or chalet.
- Being friendly and available so customers feel happy to approach you to ask any questions or queries.
- Resolving any guest concerns or issues in a positive, assertive and happy manner.
- Enthusiastically identifying new customer service related initiatives. Discussing these with the chalet / resort manager, developing and then implementing.
- Constantly striving to exceed guests expectations
- Help resort staff by adapting to any role necessary to ensure the smooth running of the resort

## **Health & Safety**

- Monitoring H&S standards in all areas across the company and correctly addressing and/or communicating these issue to the resort manager.

### **OTHER TASKS:**

- Administration –. Preparation and presentation of all relevant receipts and paperwork. Ensuring guests pay any outstanding bills before departure. Completion of any and all relevant company documentation.
- Weekly Shop – you will be required to assist the chalet hosts with the weekly shop, this will include driving to and from the designated shops, assistance in the shop, loading and unloading and delivery into the chalets. This will be on a weekly basis and is normally Thursday!
- Staff Meeting - Attend the weekly staff meetings. This is a good opportunity to meet up with the rest of the team, discuss the current week and collect all information concerning the following weeks guest arrival.

Working as part of a small team you will from time to time be required to help out in other areas of the business. This is in order to maintain both our guest expectations and the smooth running of the company.

Please be aware that this role profile is presented only as a guide and the role is not limited to the above description.

### **Competencies and experiences:**

UK resident with registered address and Full NI number

Be over 21years old and have held a Full current clean Driving License for more than 2 years,

D1 classified is preferable but not essential

Recognised ski technician qualification (preferred but not essential)

Excellent communication skills

Ability to work unsupervised

Excellent time management and prioritisation skills.

Flexible & adaptable

Team player

Strong Attention to detail

Positive and friendly manner